

ELECTRONIC COMMERCE

The Success Story

ASMC PDI
Dallas, Texas
May 30 - June 1, 2001

Agenda

- * What is E/MSS, Who Can Participate and Why E/MSS is Good for DoD?
- * Security Considerations
- * Status of Current Capabilities
- * Leave and Earning Statement via E/MSS
- * More Capabilities to Come
- * Additional Information - Customize Your E/MSS PIN at the PDI!

What Is E/MSS?

- * Allows DFAS Customers to Make Changes Directly to Their Own Pay Accounts in a Secure Electronic Environment
 - * Reduces the Need for Forms
 - * Saves Time
 - * Available Nearly 24 x 7

Who Can Use E/MSS?

* E/MSS is Available to:

- * DoD Civilian Employees
- * Active Duty/Reserve Members
- * Military Retirees
- * Military Annuitants

Why E/MSS? (Benefits)

* Employee/Member Satisfaction

- * Increases control over pay account
- * Eliminates Mail delays

* Customer Support/Field Office Savings

- * Decreases in transaction processing and document storage
- * Reduces time required for rejects/corrections
- * Increase time to work other employee issues

* General

- * True “Source” data entry
- * Near real time update

E/MSS Security

* E/MSS - Provides Increased Security:

- * Secure Socket Layer (SSL) Protocol w/128 Bit Encryption - secures data between user's PC and E/MSS server
- * Firewalls - Data secured (encrypted) between E/MSS server and host pay system (DCPS, DJMS, DRAS, MCTFS)
- * Coordinated E/MSS security with Assistant Secretary of Defense Command, Control, Communications and Intelligence (C3I)
- * Certified/Accredited IAW DoD DITSCAP Guidelines

E/MSS Status

* Electronic LES Implemented Aug/Nov 2000
(Marines Corps and Civilian Employees)

* Phase 1

* Implemented Feb 2000 for Marine Corps (active and reserve), Civilian Employees, Military Retirees & Annuitants

* Federal Tax

* Direct Deposit/Electronic Funds Transfer (EFT)

* Allotments

* Home Address Changes

* Remaining Military Implemented Nov 2000

* PINs mailed Jan 2001

* Federal Tax

* Direct Deposit/EFT

Current E/MSS Usage

* Participation Rate as of April 2001:

Marine Corps	33.5%
Navy	10.6%
Air Force	8.8%
Army	6.6%
Civilians	28.5%
Retirees	13.3%
Annuitants	1.8%

* 9,000 Civilians Turned Off Paper LES

* 4,957 are DFAS Employees

Current E/MSS Usage

* Transactions Inputs: Dec 00 - Apr 01

* Number of Transactions Processed - 196K

* % of Usage Increase Since Dec 00 +52%

* Number of General Inquiries - 838K

* % of Usage Increase Since Dec 00 +31%

* LES Inquiries - 1.7M

* % of Usage Increase Since Dec 00 +53%

LES via E/MSS

* Concept:

- * Make Leave and Earning Statements (LES) available electronically to all DoD employees/members
- * Give customers the option to stop receipt of hardcopy form

* Benefits:

- * Integrated look and feel under E/MSS
- * Immediate satisfaction for the customer
- * Format mirrors hardcopy LES
- * LES data transmitted using same security measures (128 bit encryption SSL protocol) in E/MSS
- * Eliminate print/postage costs for producing hardcopy LESs
- * Display 3 instances of LES: Current plus prior 2

LES via E/MSS

* Timeframes

* DCPS and MCTFS

Implemented

* DJMS

→ Air Force

May 9th

→ Army Reserve

May 16th

→ Army Active

May 23rd

→ Navy

May 30th

More To Come...

- * Thrift Savings Plan (TSP) Input Capability
- * Travel Advice of Payment (AOP)
- * Service's Electronic Mail Addresses
 - * Ability to “Push” Notifications
 - * Enhances Advertising of New Capabilities
- * E/MSS ADA Compliant

Still More To Come...

- * Account Statements for Retirees and Annuitants
- * Customer Service Information - Expand FAQ's
- * Additional Transaction Capability
 - * DJMS:
 - Allotment and Correspondence Address Changes
 - * All Systems - Military & Civilian:
 - State Tax Changes
 - Bond Allotment (Starts/Stops/Changes)
 - Tax Statements

Additional Information

Customize your PIN at the E/MSS Booth
NOW!!!!

Visit the DFAS web site at:

www.dfas.mil

or

Call the Cleveland Customer Support Unit at:

1-800-390-2348

DSN 580-5122